

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents  
January 1, 2005 - June 30, 2005  
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs with over 150,000 Massachusetts Membership

|   | Total Physician Encounters | Annualized Physician Encounters per 1,000 Members | Total Non-Physician Encounters | Annualized Non-Physician Encounters per 1,000 Members | Total Encounters | Annualized Encounters per 1,000 Members |
|---|----------------------------|---|--------------------------------|---|------------------|---|
| <b>Fallon Community Health Plan, Inc.</b>                     |                            |   |                                |   |                  |   |
| Major Depression  | 1,175                      | 14.58   | 13,149                         | 163.21  | 14,324           | 177.79                                  |
| Attention Deficit Hyperactivity Disorder                      | 1,558                      | 19.34   | 2,676                          | 33.22   | 4,234            | 52.55                                   |
| Eating Disorders  | 218                        | 2.71  | 552                            | 6.85  | 770              | 9.56                                    |
| Chemical Dependency   | 822                        | 10.20   | 4,266                          | 52.95   | 5,088            | 63.15                                   |
| Other Mental Health   | 8,798                      | 109.20  | 29,844                         | 370.43  | 38,642           | 479.64                                  |
| <b>Total Outpatient Behavioral Health Utilization</b>         | <b>12,571</b>              | <b>156.04</b>                                     | <b>50,487</b>                  | <b>626.66</b>   | <b>63,058</b>    | <b>782.70</b>                           |
| <b>Harvard Pilgrim Health Care, Inc.</b>                      |                            |   |                                |   |                  |   |
| Major Depression  | 16,114                     | 71.70   | 42,688                         | 189.93  | 58,802           | 261.63                                  |
| Attention Deficit Hyperactivity Disorder                      | 4,678                      | 20.81   | 7,571                          | 33.69   | 12,249           | 54.50                                   |
| Eating Disorders  | 267                        | 1.19  | 2,067                          | 9.20  | 2,334            | 10.38                                   |
| Chemical Dependency   | 692                        | 3.08  | 6,629                          | 29.49   | 7,321            | 32.57                                   |
| Other Mental Health   | 26,749                     | 119.01  | 130,150                        | 579.07  | 156,899          | 698.08                                  |
| <b>Total Outpatient Behavioral Health Utilization</b>         | <b>48,500</b>              | <b>215.79</b>                                     | <b>189,105</b>                 | <b>841.38</b>   | <b>237,605</b>   | <b>1,057.17</b>                         |
| <b>HMO Blue</b>   |                            |   |                                |   |                  |   |
| Major Depression  | 22,492                     | 52.65   | 80,042                         | 187.38  | 102,534          | 240.04                                  |
| Attention Deficit Hyperactivity Disorder                      | 6,747                      | 15.79   | 16,906                         | 39.58   | 23,653           | 55.37                                   |
| Eating Disorders  | 545                        | 1.28  | 4,144                          | 9.70  | 4,689            | 10.98                                   |
| Chemical Dependency   | 1,041                      | 2.44  | 22,381                         | 52.39   | 23,422           | 54.83                                   |
| Other Mental Health   | 45,377                     | 106.23  | 255,056                        | 597.10  | 300,433          | 703.32                                  |
| <b>Total Outpatient Behavioral Health Utilization</b>         | <b>76,202</b>              | <b>178.39</b>                                     | <b>378,529</b>                 | <b>886.15</b>   | <b>454,731</b>   | <b>1,064.54</b>                         |
| <b>Tufts Associated Health Maintenance Organization, Inc.</b> |                            |   |                                |   |                  |   |
| Major Depression  | 17,089                     | 89.52   | 31,191                         | 163.40  | 48,280           | 252.92                                  |
| Attention Deficit Hyperactivity Disorder                      | 3,775                      | 19.78   | 6,628                          | 34.72   | 10,403           | 54.50                                   |
| Eating Disorders  | 277                        | 1.45  | 1,933                          | 10.13   | 2,210            | 11.58                                   |
| Chemical Dependency   | 462                        | 2.42  | 2,649                          | 13.88   | 3,111            | 16.30                                   |
| Other Mental Health   | 25,853                     | 135.43  | 93,387                         | 489.22  | 119,240          | 624.65                                  |
| <b>Total Outpatient Behavioral Health Utilization</b>         | <b>47,456</b>              | <b>248.60</b>                                     | <b>135,788</b>                 | <b>711.34</b>   | <b>183,244</b>   | <b>959.95</b>                           |

HMOs with 150,000 or less Massachusetts Membership

|   | Total Physician Encounters | Annualized Physician Encounters per 1,000 Members | Total Non-Physician Encounters | Annualized Non-Physician Encounters per 1,000 Members | Total Encounters | Annualized Encounters per 1,000 Members |
|---|----------------------------|---|--------------------------------|---|------------------|---|
| <b>Aetna Health Inc.</b>                              |                            |   |                                |   |                  |   |
| Major Depression                                      | 56                         | 10.02   | 20                             | 3.58  | 76               | 13.60                                   |
| Attention Deficit Hyperactivity Disorder              | 89                         | 15.92   | 13                             | 2.33  | 102              | 18.25                                   |
| Eating Disorders                                      | 17                         | 3.04  | 23                             | 4.11  | 40               | 7.16                                    |
| Chemical Dependency                                   | 44                         | 7.87  | 3                              | 0.54  | 47               | 8.41                                    |
| Other Mental Health                                   | 27                         | 4.83  | 47                             | 8.41  | 74               | 13.24                                   |
| <b>Total Outpatient Behavioral Health Utilization</b> | <b>233</b>                 | <b>41.68</b>                                      | <b>106</b>                     | <b>18.96</b>  | <b>339</b>       | <b>60.65</b>                            |
| <b>CIGNA HealthCare of Massachusetts, Inc.</b>        |                            |   |                                |   |                  |   |
| Major Depression                                      | 303                        | 57.64   | 920                            | 175.00  | 1,223            | 232.64                                  |
| Attention Deficit Hyperactivity Disorder              | 68                         | 12.93   | 184                            | 35.00   | 252              | 47.94                                   |
| Eating Disorders                                      | 0                          | 0.00  | 97                             | 18.45   | 97               | 18.45                                   |
| Chemical Dependency                                   | 16                         | 3.04  | 155                            | 29.48   | 171              | 32.53                                   |
| Other Mental Health                                   | 528                        | 100.44  | 2,938                          | 558.87  | 3,466            | 659.30                                  |
| <b>Total Outpatient Behavioral Health Utilization</b> | <b>915</b>                 | <b>174.05</b>                                     | <b>4,294</b>                   | <b>816.80</b>   | <b>5,209</b>     | <b>990.85</b>                           |
| <b>ConnectiCare of Massachusetts, Inc.</b>            |                            |   |                                |   |                  |   |
| Major Depression                                      | 24                         | 5.28  | 132                            | 29.05   | 156              | 34.33                                   |
| Attention Deficit Hyperactivity Disorder              | 24                         | 5.28  | 102                            | 22.45   | 126              | 27.73                                   |
| Eating Disorders                                      | 7                          | 1.54  | 45                             | 9.90  | 52               | 11.44                                   |
| Chemical Dependency                                   | 2                          | 0.44  | 68                             | 14.97   | 70               | 15.41                                   |
| Other Mental Health                                   | 381                        | 83.85   | 2,797                          | 615.55  | 3,178            | 699.40                                  |
| <b>Total Outpatient Behavioral Health Utilization</b> | <b>438</b>                 | <b>96.39</b>                                      | <b>3,144</b>                   | <b>691.91</b>   | <b>3,582</b>     | <b>788.31</b>                           |
| <b>Health New England, Inc.</b>                       |                            |   |                                |   |                  |   |
| Major Depression                                      | 2,196                      | 68.51   | 3,730                          | 116.36  | 5,926            | 184.87                                  |
| Attention Deficit Hyperactivity Disorder              | 1,108                      | 34.56   | 1,138                          | 35.50   | 2,246            | 70.07                                   |
| Eating Disorders                                      | 63                         | 1.97  | 296                            | 9.23  | 359              | 11.20                                   |
| Chemical Dependency                                   | 173                        | 5.40  | 709                            | 22.12   | 882              | 27.51                                   |
| Other Mental Health                                   | 4,465                      | 139.29  | 17,040                         | 531.58  | 21,505           | 670.86                                  |
| <b>Total Outpatient Behavioral Health Utilization</b> | <b>8,005</b>               | <b>249.72</b>                                     | <b>22,913</b>                  | <b>714.79</b>   | <b>30,918</b>    | <b>964.51</b>                           |
| <b>Neighborhood Health Plan, Inc.</b>                 |                            |   |                                |   |                  |   |
| Major Depression                                      | 3,626                      | 59.64   | 9,917                          | 163.12  | 13,543           | 222.76                                  |
| Attention Deficit Hyperactivity Disorder              | 2,401                      | 39.49   | 6,261                          | 102.99  | 8,662            | 142.48                                  |
| Eating Disorders                                      | 12                         | 0.20  | 142                            | 2.34  | 154              | 2.53                                    |
| Chemical Dependency                                   | 434                        | 7.14  | 3,208                          | 52.77   | 3,642            | 59.91                                   |
| Other Mental Health                                   | 7,328                      | 120.54  | 42,508                         | 699.20  | 49,836           | 819.74                                  |
| <b>Total Outpatient Behavioral Health Utilization</b> | <b>13,801</b>              | <b>227.01</b>                                     | <b>62,036</b>                  | <b>1,020.41</b>                                       | <b>75,837</b>    | <b>1,247.42</b>                         |
| <b>UnitedHealthcare of New England, Inc.</b>          |                            |   |                                |   |                  |   |
| Major Depression                                      | 0                          | 0.00  | 0                              | 0.00  | 0                | 0.00                                    |
| Attention Deficit Hyperactivity Disorder              | 106                        | 8.07  | 342                            | 20.05   | 448              | 34.13                                   |
| Eating Disorders                                      | 37                         | 2.82  | 51                             | 3.88  | 88               | 6.70                                    |
| Chemical Dependency                                   | 48                         | 3.66  | 174                            | 13.25   | 222              | 18.91                                   |
| Other Mental Health                                   | 1,335                      | 101.69  | 4,944                          | 376.61  | 6,279            | 478.30                                  |
| <b>Total Outpatient Behavioral Health Utilization</b> | <b>1,526</b>               | <b>116.24</b>                                     | <b>5,511</b>                   | <b>419.80</b>   | <b>7,037</b>     | <b>536.04</b>                           |

Total Physician Encounters: 209,647

Total Non-Physician Encounters: 851,911

Total Encounters: 1,061,558